



Bobby P. Jindal  
GOVERNOR

STATE OF LOUISIANA  
DEPARTMENT OF HEALTH AND HOSPITALS




Alan Levine  
SECRETARY

OCDDWSS-P-08-002

February 6, 2008

**MEMORANDUM**

TO: All Providers of Waiver Services to New Opportunities Waiver and Supports Waiver Participants

FROM: Kathy H. Kliebert  
OCDD Assistant Secretary 

RE: Documentation Requirements

The Louisiana Office of the Legislative Auditor has notified DHH of findings that providers of waiver services have not previously maintained clearly documented reasons for services not being delivered in accordance with the approved Comprehensive Plan of Care (CPOC). The finding states: "...weekly hours of service were not delivered according to the plan of care approved by DHH. The plan of care specifies the units of service to be provided each week. The recipient record did not contain documentation as to why the services were not provided according to the plan of care."

OCDD recognizes that waiver participants and their families must have flexibility built into the waiver service delivery process and that an uncomplicated mechanism must be available for adjusting the CPOC to meet normal and unexpected changes which occur in everyone's daily life activities. Current practice allows for the development of "alternate schedules" which are typically included with the CPOC and are used for vacations, holidays, emergencies, unexpected situations, backup issues, etc.

In response to this finding, effective February 15, 2008, if services are not delivered in accordance with the approved plan of care/service plan, waiver service providers are required to document the specific reason for that change in the service log and progress notes. This documentation must be maintained in the participant records and be available for review upon request by DHH or its representative.

We appreciate your continued dedication and assistance in providing quality services to our waiver participants.

Should you have any questions/comments, please submit them in writing via mail, FAX or e-mail as follows:

OCDD Waiver Supports and Services  
Attn: Jean Melanson  
P. O. Box 3117  
Baton Rouge, LA 70821-3117  
FAX: 225-342-8823 or 225-219-0201  
e-mail: [jmelanson@dhh.la.gov](mailto:jmelanson@dhh.la.gov),

- c: BHSF Waiver Assistance and Compliance Staff  
Statistical Resources, Inc.  
OCDD Central Office Staff  
OCDD Regional Administrative Offices/Districts/Authorities  
OCDD Regional Waiver Offices